

Applies to: Launceston Community Legal Centre
Specific responsibility: CEO

Version: 1.1
Date approved: 06 Apr 17
Next review date: 30 Dec 19

<b>Policy context:</b> This policy relates to performance management of all Launceston Community Legal Centre Programs and services.	
Standards or other external requirements	NPA - Assessing client satisfaction and managing complaints
Legislation or other requirements	N/A
Contractual obligations	N/A

## POLICY STATEMENT

Launceston Community Legal Centre actively seeks the input of clients and stakeholders and encourages them to provide feedback, both positive and negative, as a source of ideas for improving services and activities. The organisation will:

- foster a service culture that encourages open and honest communication
- inform clients about the standard of service they can expect
- protect the right of clients and stakeholders to provide feedback and to make complaints about service delivery
- encourage and make it easy for people to provide feedback
- provide anonymity to people providing feedback
- record and analyse information arising from feedback and use it to improve services.

## PROCEDURES

### Encouraging client and stakeholder feedback

All solicitors, support staff and Legal Literacy Volunteers are responsible for ensuring that clients and stakeholders are informed of what they can expect from the service and how they may provide feedback if needed.

All staff and volunteers working with clients and stakeholders are responsible for ensuring they are familiar with the procedures for clients and stakeholders to provide feedback, and for:

- accepting and reporting informal feedback
- offering clients an opportunity to provide formal feedback when appropriate via the "Feedback" link on the LCLC website.

### Initiating and collecting client and stakeholder feedback

Feedback may be provided by individual clients and stakeholders, on their initiative or, in response to requests from the organisation.

Individual clients and stakeholders may provide feedback by:

- verbally instructing the relevant staff member with whom they have been dealing
- completing a 'client satisfaction survey' LCLC ADM.016
- writing to the Launceston Community Legal Centre Inc
- Completing 'client feedback' LCLC ADM.028 via LCLC website.

The Administration Officer is responsible for receiving and making a record of feedback via the client satisfaction survey. These records are to be kept on the Launceston Community

Legal Centre’s shared server as well as in the Administration Officer’s secured filing cabinet. The Administration officer will forward any other feedback to the CEO. The CEO is responsible for reviewing feedback records every quarter and identifying any action required.

Launceston Community Legal Centre will seek feedback from clients and stakeholders by requesting clients and stakeholders complete the Launceston Community Legal Centre’s ‘Client Satisfaction Survey’ (LCLC Adm.016) at the completion of their appointment. This feedback collection will be undertaken in line with NPA requirements or as necessary. It is the Administration Officer’s duty to manage the distribution and collection of this feedback and to forward the results to the CEO. The CEO will be responsible for analysing any results.

### Using feedback for service improvement

The Administration Officer is responsible for maintaining and managing all client and stakeholder feedback. Hardcopies of any feedback (e.g. returned satisfaction surveys) will be kept in the Administration Officer’s secure filing cabinet. All electronic copies of any feedback received will be kept in the Launceston Community Legal Centre’s shared server in the folder titled ‘Client/Stakeholder Feedback’.

The CEO is responsible for preparing a report on the collated general outcomes of the feedback from clients and stakeholders of the Launceston Community Legal Centre to all staff members and the Board. The feedback report prepared by the CEO is to include strengths and weaknesses of the Launceston Community Legal Centre with a view to improving services where possible.

Results from client and stakeholder feedback will be reviewed by the CEO and the Board and used to:

- inform service planning by including a review of client and stakeholder feedback in all service planning, monitoring and evaluation activities
- inform decision making by including a report on client and stakeholder feedback as an standing item on staff and management meeting agendas

## DOCUMENTATION

Documents related to this policy	
Related policies	LCLC-4.5 Organisational Performance & Evaluation
Forms, record keeping or other organisational documents	LCLC ADM016.0612 Client Satisfaction Survey LCLC ADM028.0517 Client Feedback

Reviewing and approving this policy		
Frequency	Person responsible	Approval
Bi-Annually	CEO	BoM

Policy review and version tracking			
Review	Date Approved	Approved by	Next Review Due
1	2 Feb 2012		30/06/2016
2	08 Dec 16	CEO	30 Dec 19
3			